

From: aaron@urbanplaceconsulting.com  
Subject: [FWD: Fig Cord BID Service Concerns]  
Date: September 20, 2016 at 12:38 PM  
To: Alex.Palacios@securitasinc.com



Hey,

Please check into the hotline # concern.  
Randall is saying voicemail is full and dispatch also didn't answer at 9:45am this morning.

Btw, looks like he is also an employee of DTLA Motors now.

I'll talk to Dale about the sidewalk mention.

Thanks.

Aaron Aulenta  
Urban Place Consulting Group  
[aaron@urbanplaceconsulting.com](mailto:aaron@urbanplaceconsulting.com)

----- Original Message -----

Subject: Fig Cord BID Service Concerns

From: P [REDACTED]

Date: Tue, September 20, 2016 12:25 pm

To: "'Steve@urbanplaceconsulting.com'" <Steve@urbanplaceconsulting.com>, "'info@figueroacorridor.org'" <info@figueroacorridor.org>

Cc: [REDACTED]

Hi Steve,

Over past several weeks.. Store managers have either called or attempted to call for service related concerns, the most recent this morning at 9:45 (we had a homeless disturbance in the MB parking lot).

When the manager called.. went to Voice mail.. which was full?? We have had the similar issues recently.. called for service; no answer, did not see personnel or they did not check in with caller related to call for service.

Also.. can we get the area of the sidewalk on the south/west corner of Figueroa & Washington cleaned please.. been unattended for over a week at this point and dirty.

Please advise and confirm service deployment hours.

Thank you.

[REDACTED]

**Downtown L.A. Auto Group**

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